

Washington
Military Department



Emergency
Management
Division

Effective Date: July, 1, 2006

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E911 OPERATIONS CONTRACTS

Cancels:

Enhanced 911 Wireline Operations Contract Policy (July 1, 2005)

Enhanced 911 Wireless Operations Contract Policy (July 1, 2005)

See Also:

E911 Advisory Committee Meeting Attendance Policy (*draft*)

E911 Coordinator Forum Attendance Policy (July 1, 2005)

E911 Logging/Voice Recorder Policy (December 2004)

E911 Computer-Aided Dispatch (CAD) Policy (July 2005)

E911 Clock Synchronizer Policy (December 2004)

E911 Telephone System Policy (*draft*)

E911 Call Detail Recorder/Printer Policy (*draft*)

E911 PSAP Mapping Policy(*draft*)

E911 Auxiliary Generator Policy(*draft*)

E911 Uninterruptible Power Supply (UPS) Policy (*draft*)

E911 Training Travel Policy (*draft*)

E911 Below the Line Funding Policy (*draft*)

E911 OPERATIONS CONTRACTS

This policy applies to counties with operations contracts with a beginning date of July 1, 2006.

1. Definitions

- a. **Enhanced 911 (E911) System** For the purposes of this policy, the E911 system is defined as Statewide Dialing, Basic Service, and Capital Items. The E911 system enables the public to report emergencies to a Public Safety Answering Point (PSAP) and includes selective routing and Automatic Number Identification/Automatic Location Identification (ANI/ALI) equipment and systems. The E911 system does not include equipment or networks used for communications between a PSAP and any other non-PSAP entity, including dispatch centers, public safety agencies, officers, units, or personnel and only includes network charges for backup PSAPs.
- b. **Primary PSAP** The location to which 911 calls originating in a given area are initially routed automatically.
- c. **Backup PSAP** The alternate location to which 911 calls originating in a given area are routed when the primary PSAP is not operational or is otherwise unavailable.
- d. **Warrant Number** The warrant number is the unique number used by the county to document costs. This could be a warrant number, voucher number, check number, or expensing Journal Voucher number if the number is unique to the expense documented.
- e. **Carrier Cost Recovery** This is the negotiated rate paid to carriers to reimburse for actual costs of wireless Phase I or II expenses. This is a wireless expense and does not affect wireline reimbursement funding.

- f. **Phase I E911 Service** The service provided by a radio communications service company that facilitates the selective routing of wireless 9-1-1 calls and the display of Phase I ALI at the PSAP.
- g. **Phase II E911 Service** The service provided by a radio communications service company that delivers Phase I E 911 services and the latitude, longitude and, when available, altitude of the Wireless Customer.

2. General Eligibility Criteria

- a. Only counties that have implemented and continuously collected a county 50 cents per wireline and wireless subscriber line E911 excise taxes are eligible for operations assistance.
- b. State assistance is available only to the extent that E911 expenses eligible under WAC 118-66 exceed county E911 wireline and wireless excise tax revenues during the contract period.
- c. The county 911 system must be completely enhanced for wireline and wireless 911 services.
- d. Funding is for primary Public Safety Answering Point (PSAP) only, unless otherwise specified in the policy.
- e. For this contract period, all line items are common elements and will be split 50 percent wireline and 50 percent wireless, based upon the funding received from the State revenues.

3. Local Tax Revenue

- a. The County must estimate the local revenue received from the 50-cent county E911 excise taxes over the contract period.
- b. The County must use all local E911 excise tax revenues prior to receiving any state funding.

4. Priorities

- a. State financial assistance for the operation of E911, consistent with fund availability and legislated-expenditure authority, shall be made available for reimbursement of WAC-eligible expenses supporting (in ranked priority):
 - 1) Statewide Dialing
 - 2) Basic Service
 - 3) Capital Equipment
- b. Items listed in the attached reimbursement schedule are in order of priority for funding. Items at the top of the list will be funded first, followed in order by the remainder until all items are funded or the available funding is exhausted.

5. Statewide Services

The following WAC-eligible expenses are paid directly by the State E911 Office through statewide services/contracts. These items benefit all counties and are not paid through the operations contracts:

- Switching office enabling
- Local Exchange Carrier (LEC) Interface
- Night service
- Selective routing
- Washington State Criminal Justice Training Center (CJTC) training
- Hearing, Speech, and Deafness Center (HSDC) training
- Language line
- Frame relay
- Coordinator Forums
- Advisory Committee/subcommittee meetings and attendance costs
- Extensible Markup Language upgrades
- Call statistical data
- Intertandem
- Vulnerability analysis
- Telecommunications Services Priority (TSP)
- Public education material
- National 911 related conferences and/or training for County Coordinators (not to exceed \$2,000 per year)

6. Eligible Items

- a. Reimbursement will be made, consistent with funding availability, only for items identified in WAC 118-66.
- b. Items will be funded at 100 percent of requested amount, subject to reimbursement limits set in policy or WAC limitations.
- c. Eligible amounts will not be pro-rated to partially fund items not covered in the priority order.
- d. The cost of leasing E911 equipment is an eligible expense if it has been determined to be reasonable, prudent, and has the approval of the State E911 Coordinator or designee. Reimbursement for lease costs shall be on a year to year basis.
- e. Equipment purchases must follow PSAP or governing jurisdictional procurement policies and be approved by the State 911 Coordinator or designee prior to entering into a purchase agreement for the equipment. The requested amount for equipment purchases and upgrades must be reasonable, prudent, and applicable to E911.
- f. Equipment maintenance costs are detailed in equipment policies.
- g. Salaries and benefits may be requested for reimbursement up to the maximum percentage/time dedicated to 911 duties. Benefits exclude Labor and Industries Workman's Compensation. For fiscal year 2007, salaries have been adjusted to include the three percent cost of living allowance (COLA) per Consumer Price Index, Seattle, as of December 2005.
- h. 911-related training and associated costs as outlined in the Training Policy.

7. Ineligible Items

Expenses not directly associated with the operation of the E911 system are not eligible for state financial assistance for E911 operations. These include, but are not necessarily limited to:

- a. Expenses associated with the deconsolidation of a PSAP and/or public safety dispatch functions
- b. Purchase, maintenance, or replacement of radio systems
- c. Facility remodeling costs
- d. Insurance
- e. Supplies or incidentals (e.g., tapes, batteries except for call takers headsets)
- f. Public education material (available through State Office)
- g. Building maintenance and utilities
- h. Security system and key costs
- i. Weather station or information costs
- j. Americans with Disabilities Act facility upgrade costs
- k. Call receiver work station furniture or consoles
- l. Administrative phone lines (10-digit numbers)


8. Expenses and Documentation

- a. This program reimburses counties for eligible items that have already been paid by the county.
- b. Counties must submit documentation of expenditures of WAC-eligible items to the State Office. Documentation will include vendor, warrant number and date, and applicable E911 item categorization in forms supplied by the State Office.
- c. These expense reports and/or requests for reimbursement must be submitted by the 30th day of the month following the month in which the payment was made.
- d. Reimbursements will be processed in the order received by the State E911 office.
- e. The State Office may request additional documentation and/or information from counties pertaining to their reimbursement requests. A delay in providing the requested information may result in a delay of reimbursement or a reduced reimbursement.

9. Mid-Year Review

Counties are required to review their E911 budget by January 31, 2007, and determine if their operations contract amount needs to be increased or decreased. A summary of the review and reasons for contract funding adjustments need to be submitted to the State E911 Office by February 15, 2007.

Approved by:



Robert Oenning, State 911 Administrator

Attachment:

Reimbursement Schedule

Distribution:

Hard copy: Counties with FY05 contract files, E911 Administrator, all E911 State Staff

Electronic: All E911 County Coordinators, EMD E911 Webpage

REIMBURSEMENT SCHEDULE

ELIGIBLE ITEM		STATE REIMBURSEMENT
STATEWIDE DIALING – PRIORITY 1		
S1 S1.1	Telephone System and Maintenance (includes ANI / ALI Controllers and Display Equipment)	<p>Telephone system compatible with E911, only the portion used to answer 911 calls</p> <p>ANI/ALI Controllers and necessary interfaces to send data to other PSAP equipment</p> <p>Display equipment at the PSAP call answering position necessary for the display of ANI and/or ALI.</p> <p><i>See also: Telephone System Support Policy</i></p>
S2 S2.2	PSAP Mapping Administration and Maintenance	<p>Hardware and software for E911 for the Mapping Administrator to manage the mapping data</p> <p>Can be used for maintenance agreements with vendors, time and materials, and/or as salaries for internal employee to maintain</p>
S3	ALI/DMS Service (Database)	Tariffed charges for a system of manual procedures and computer programs used to create, store, and update the data required for automatic location identification in support of E911
S4	County Coordinator – Salary	Up to \$58,710 in salary and benefits for County Coordinator
S4.1	County Coordinator – Training	<p>Training for the County Coordinator not to exceed \$3,000 per year</p> <p><i>See also: Training Policy</i></p>
S4.2	County Coordinator – Public Education Coordinator - Salary	Each contract period, the County Coordinator shall designate a person to fill the following positions outlined in this section. Public Educator salary assistance not to exceed \$10,000 to assist County Coordinator with public education program. Salary reimbursement can be for straight time and over time. Back fill is <u>not</u> eligible under this line item. Public Educator must be other than County Coordinator
S4.3	County Coordinator – Training Coordinator - Salary	Each contract period, the County Coordinator shall designate a person to fill the following positions outlined in this section. Trainer salary assistance not to exceed \$10,000 to assist County Coordinator with PSAP training. Salary reimbursement can be for straight time and over time. Back fill is <u>not</u> eligible under this line item. Trainer must be other than County Coordinator.
S5	<p>Master Street Address Guide (MSAG) Coordinator</p> <p>E911 Mapping Administrator</p>	<p>Each contract period, the County Coordinator shall designate one or more people to fill the following positions outlined in this section. The actual costs of time spent as:</p> <p>Master Street Guide (MSAG) Coordinator</p> <ul style="list-style-type: none"> - The function of maintaining a database of street names and address ranges within their associated postal communities defining emergency service zones for 9-1-1 purposes. - Maintaining a Master Street Address Guide associated with each Cell Sector that provides Cell site and Cell Sector identification, address, coverage information, service provider name, and PSAP of the Cell Sector for automatic display at the PSAP when a wireless 911 call is processed by that Cell Sector. <p>E911 Mapping Administrator</p> <ul style="list-style-type: none"> - Mapping Administration will include personnel necessary to create and maintain map data necessary to interpret Phase II E9-1-1 latitude and longitude (and, when available, altitude), and to display the data on a PSAP call answering position. <p>Combined total amount for salary, benefits, and other costs not to exceed \$52,530 per year for employee(s) whose <u>primary function</u> is described up above.</p>

REIMBURSEMENT SCHEDULE

S5.1	MSAG Coordinator /Mapping Administrator Training	Training for MSAG Coordinator and/or Mapping Administrator shall not exceed a total of \$5,000 per year. <i>See Training Policy</i>
S6 S6.1	TDD/TTY Equipment and Maintenance	A telecommunications device that permits typed telephone conversations with or between deaf, hard of hearing, or speech impaired people with a machine at their location. Purchase price not to exceed \$1,000 per position, but not eligible if already included in telephone system - usually part of the phone system.
S7	Traffic Studies	Between the Mobile Switching Center (MSC) and the Selective Router – 911 call studies performed by a telecommunications provider between the MSC and the Selective Router. Between the Switching Office and the Selective Router – 911 call studies performed by a telecommunications provider between the Switching Office and the Selective Router Between the Selective Router and the PSAP – 911 call studies performed by a telecommunications provider between the Selective Router and the PSAP
BASIC SERVICE – PRIORITY 2		
B1	911 Call Receiver Salaries and Benefits	Up to \$154,500 in salary for employees whose <u>primary function</u> is to answer 911 calls Cost reimbursement can include part-time as well as full-time Call Receivers
B2 B2.1	Uninterruptible Power Supply (UPS) and Maintenance	A system designed to provide power, without delay, or electrical transients, during a period when the normal power supply is incapable of performing acceptably. Only for PSAP WAC eligible equipment and should provide a minimum of 30 minutes of operations. <i>See UPS Policy</i>
B3	Route Diversity Between Selective Router and PSAP	A method of assuring continuity of service by using multiple transmission routes to deliver a particular service between two points on a network. Tariffed charges for non-recurring and recurring charges for primary PSAP only
B4	Call Receiver Training	The dollar amount in the contract will be based on up to 110 percent of the previous year's expense. Not to exceed \$2,000 per year for each Call Receiver at the primary PSAP. Note: Requests for above the 110 percent amount may be approved by program staff upon receipt of requests by county. <i>See Training Policy</i>
B5 B5.1	Instant Call Check Equipment and Maintenance	Equipment which records 911 call conversations for immediate playback on demand One per 911 call-receiving position, telephone only (i.e., not radio) May be part of another system
B6	Mapping Display	Equipment capable of displaying 911 call locations on a map
B7	911 Management Information Systems	Equipment used to store, record, and/or print ANI/ALI information for 911 calls
B8 B8.1	Call Detail Recorder and Printer and Maintenance	May include equipment that collects, stores, and compiles 911 call data into reports and statistics <i>See Call Detail Recorder Policy</i>
B9	Headsets for 911 Call Receivers	Limited to one per call receiver per year; maintenance to include accessories and replacement parts (including batteries)

REIMBURSEMENT SCHEDULE

B10	Costs Associated with Destruction of E911 Records	Not to exceed \$500 per year
B11	911 Coordinator Electronic Mail	Not to exceed \$500 per year
CAPITAL ITEMS – PRIORITY 3		
C1 C1.1	Logging/Voice Recorder for 911 Calls and Maintenance	A device that is capable of time stamping, recording and recall/playing 9-1-1 call conversations <i>See Logging /Voice Recorder Policy</i>
C2 C2.1	Computer-Aided Dispatch (CAD) System Hardware and Software and Maintenance	Equipment capable of receiving and disseminating detailed information related to emergency services call taking and dispatching <i>See CAD Policy</i>
C3 C3.1	Auxiliary Generator to Support 911 Emergency Telephone Service for Backup and Maintenance	A device designed to be a source of long-term emergency power, sized appropriately to supply power to the PSAPs critical equipment Not to exceed \$40,000 and must be pro-rated if used for other than PSAP organizations <i>See Auxiliary Generator Policy</i>
C4 C4.1	Clock Synchronizer and Maintenance	An accurate timing device that generates synchronous signals to control other clocks or equipment <i>See Clock Synchronizer Policy</i>